

Password Automation

How to Use the Applet to Unlock your Password

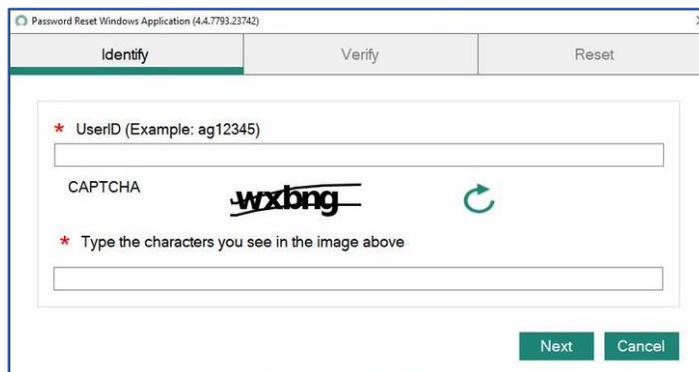
Note: Enrollment through the applet is only available for consolidated agency users at this time.

1. Click “Unable to login?” on the Windows login screen

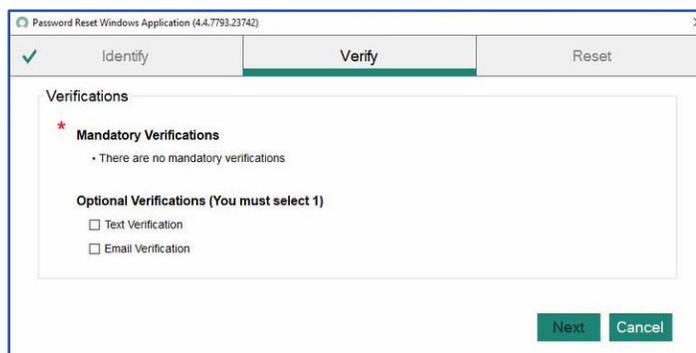


2. Enter “UserID” and “CAPTCHA” characters

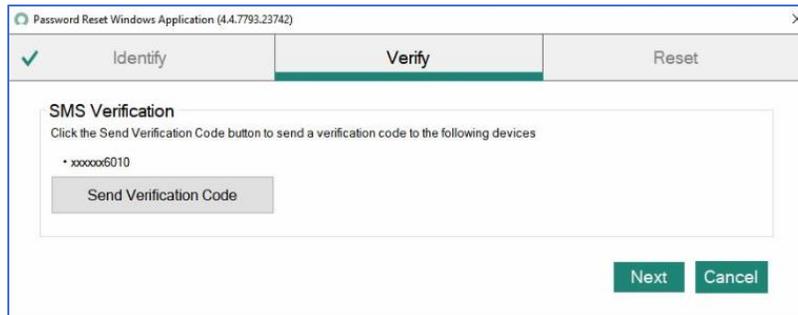
3. Click Next.

A screenshot of the "Password Reset Windows Application" window, titled "Identify". The window has three tabs: "Identify", "Verify", and "Reset". The "Identify" tab is active. It contains a form with the following fields: "UserID (Example: ag12345)", "CAPTCHA" (with a refresh icon), and "Type the characters you see in the image above". The CAPTCHA image shows the characters "wxbng" with a red line through them. At the bottom right, there are "Next" and "Cancel" buttons.

4. Select preferred Optional Verification and click Next (if you do not have this option proceed to the next step)

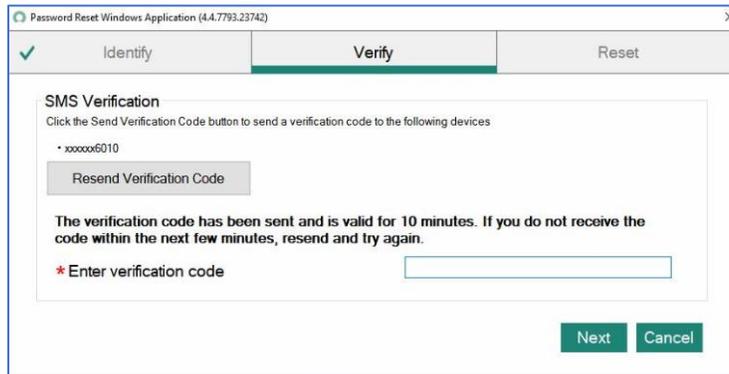
A screenshot of the "Password Reset Windows Application" window, titled "Verify". The window has three tabs: "Identify", "Verify", and "Reset". The "Verify" tab is active. It contains a form with the following sections: "Mandatory Verifications" (with a note: "There are no mandatory verifications") and "Optional Verifications (You must select 1)" with two radio button options: "Text Verification" and "Email Verification". At the bottom right, there are "Next" and "Cancel" buttons.

5. Click "Send Verification Code".

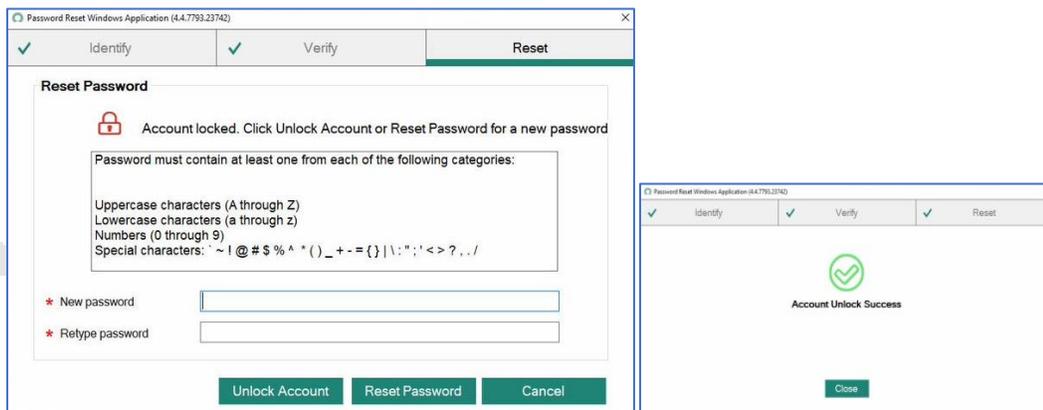


6. Enter Verification Code

7. Click "Next"



8. Click "Unlock", then click "Close"



9. Proceed to Login

If you are NOT on the state network you will need to log into your computer with your OLD password, and then log into VPN with you NEW password